



COVID-19

Business Health & Hygiene Protocols

Nissan Rent-A-Car (Guam)
1012 N Marine Corps Drive
Tamuning, Guam 96913
Tel: (671) 647-7300
Web: www.nissanrent.com

OUR COMMITMENT

Nissan Rent-A-Car (Guam) recognizes that while providing services and products to the community, there are risks of exposure to COVID-19 for employees and customers, as it is highly contagious. In addition:

- COVID-19 can spread easily and exponentially
- While persons of all ages are at risk for catching COVID-19, individuals with compromised immune systems and the elderly may be at particular risk.

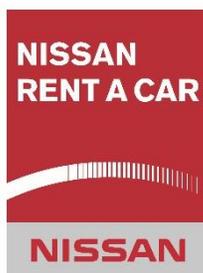
In operating, Nissan Rent-A-Car acknowledges the risks of COVID-19 exposure to its employees and customers, and is committed to providing a safe and healthy business environment. To mitigate COVID-19 exposure, the following Business Reopening Health & Hygiene Plan in response to the COVID-19 pandemic has been developed.

Our Plan follows Centers for Disease Control and Prevention (CDC), Guam Department of Public Health and Social Services (DPHSS) guidelines, National Automobile Dealership Association (NADA) as well as the federal Occupational Safety & Health Administration (OSHA) standards related to COVID-19, and addresses the following:

- Prevention
- Cleaning and Disinfection
- Health Screening
- Social Distancing
- Signage

All employees are responsible for implementing and complying with all aspects of this Plan to mitigate the potential for transmission of COVID-19 on our premises, and requires full cooperation among staff, management and customers. Only through this cooperative effort can the safety and health of all persons in our premises be maintained and established. Our managers and supervisors have full support in enforcing the provisions of this policy.

For any questions or concerns, please contact us at:



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BASIC PREVENTION FOR EMPLOYEES AND CUSTOMERS

The best way to prevent infection is to avoid exposure.

What WE are doing?

- All employees and visitors entering our buildings will be screened for COVID-19 symptoms and possible exposure, inclusive of mandatory body temperature readings.
- Common areas and frequently touched surfaces are being cleaned and disinfected daily. Employees are encouraged to clean and disinfect workspaces throughout the workday.
- Hand sanitizers are provided throughout the building.
- Posters are displayed with reminders on how to prevent the spread of COVID-19 and other viruses.
- Workspace layouts and seating arrangements are revised to allow for social distancing.
- Customer service areas are marked to ensure social distancing requirements are met.
- Plexiglass sneeze guards are installed at all customer service booths and tables.
- All vehicles are thoroughly cleaned and disinfected inside and out, prior to being issued to any customer and after any usage, inclusive of all high touch areas and baby seats / booster seats.
- Contactless vehicle multi-point inspections are conducted electronically through the use of mobile devices with image and video capability.
- Implementation of electronic rental agreements, signatures and payments for our Check-out and Check-in processes to minimize processing times and foot traffic in our facilities.



What YOU can do

- Prior to entering our premises, all employees and customers will be subjected to a mandatory body temperature reading, utilizing touchless thermometers. Those with a fever, 100.4° F (38° C) or greater, will not be allowed entry.
- Upon entry, all are required to wash their hands with soap and water for at least 20 seconds. If soap and water are not available, alcohol-based (60-95%) hand sanitizer will be available for use.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when sick.
- Cover coughs or sneezes with a tissue, then throw the tissue in the trash.



- Frequently touched objects and surfaces are regularly cleaned and disinfected by our staff.
- Face masks are required of all employees and customers on our premises. (Exceptions to face mask requirement: young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.)
- Practice social distancing at all times.

CLEANING AND DISINFECTION PROTOCOLS

The following table is a schedule of disinfection using the appropriate cleaning and disinfection products as prescribed by the CDC. Our staff, in addition to the cleaning crew, is also required to regularly wipe down frequently touched surfaces, including their own work areas.

AREA	SPECIFICS	FREQUENCY
<i>Showrooms, waiting areas (if open), stairways</i>	Counters, tables, chairs, door handles/ knobs, handrails, elevator controls, touchscreens and tablets, vehicles (door handles, seat adjusters, dash- board controls)	At the end of each shift or after each use, whichever is more frequent
<i>Work stations/offices, desks, conference rooms</i>	Desks, tables, chairs, keyboards, mice, telephones, printers, fax machines, copy machines and scanners, credit card machines, door handles/knobs, credit card processing machines	Minimum at the end of each shift or between users, whichever is more frequent
<i>Restrooms</i>	Door handles/push plates, light switches, counters, faucets, flush valves, toilet door locks, partition handles and railings, toilets and urinals, toilet paper and paper towel dispensers	Minimum daily
<i>Break rooms/kitchenettes</i>	Counters, door handles, furniture, vending machines (pay, selection and vending surfaces), refrigerator handles, microwaves	Minimum at the end of each shift
<i>Shop</i>	All tools, parts scanners, counters, all common surfaces	Minimum at the end of each shift

<p>Vehicles</p>	 <p>Door handles (inside and outside), armrests, steering wheel, seat surfaces, seat belts and buckles, dash and door push buttons, window controls, cruise control and windshield wiper controls, glove box and center console, gear shift, hazard light button, cup holders, keys or key fobs</p>	<p>Vehicles used for test drives, rentals, loaners, trade ins or being serviced: before and after each use or service</p> <p><i>If a vehicle has been exposed to someone with COV/O-19, isolate it for 24 hours. Then clean with an EPA-approved disinfectant while wearing appropriate personal protective equipment (PPE). After cleaning, dispose of gloves and wash hands thoroughly.</i></p>
<p>Floors and walls</p>		<p>Periodic where frequently touched; mop hard surfaces daily.</p>

DEEP-CLEANING AND DISINFECTION PROTOCOLS

If a person who is confirmed or presumed to have COVID-19 has entered our premises, Nissan Rent-A-Car will request the services of a professional and specialized cleaning company to conduct deep-cleaning of the contaminated area(s). Such company shall meet the following requirements:

- Personnel are trained to execute to the process of cleaning, disinfection and disposal of hazardous waste.
- Personnel have proper equipment and PPE to perform the task.
- Personnel are certified in all necessary procedures and have local authorizations or permits to perform disinfection services and manage any wastes generated.
- Approved COVID-19 disinfectant chemicals are used to perform this activity.

The following protocols will be completed by the cleaners, as recommended by the CDC:

- Areas and equipment used by the sick person shall be closed off. Areas shall include offices, bathrooms, common areas and shared equipment.
- Windows will be opened to increase circulation in the area.
- After a minimum of 24 hours, the area will be cleaned and disinfected.

- The space shall be vacuumed using a vacuum equipped with a HEPA filter if available and only when the area is empty. When vacuuming, all fans and HVAC systems will be temporarily turned off to prevent circulation of particles that escape from vacuuming.
- Once the area has been appropriately disinfected, it will be opened for use and workers who have not been in close contact with the sick person may return to work.

During the cleaning and disinfection process, no unauthorized personnel will be allowed access to the area(s). Access shall only be granted after proper deep-cleaning and disinfection is completed.

HEALTH SCREENING PROTOCOLS

All employees and customers will be subjected to a mandatory body temperature reading, utilizing touchless thermometers, prior to entering our facilities. Those with a fever, 100.4° F (38° C) or greater, will not be allowed entry.

Screeners will visually check other employees and customers for signs of illness, inclusive of flushed cheeks or fatigue. Additionally, all employees and customers will be asked if they are experiencing any of the COVID-19 symptoms. Those exhibiting or experiencing any such symptoms will not be allowed entry. *All records and readings obtained from the screening protocols are considered medical information and will be maintained as confidential information.*

Employee with COVID-19 Symptoms

An employee who exhibits symptoms of COVID-19 or has a confirmed case of COVID-19 will be required to self-isolate at home until released by a medical provider or local health department.

Should a confirmed case of COVID-19 be identified as having entered our premises, contact tracing and deep-cleaning protocols will be conducted in accordance with CDC and local health department recommendations.

- Employees identified as part of the contact tracing with or without symptoms will be required to self-quarantine for 14 days, unless otherwise released by the local health department or medical provider, or as recommended by updated CDC guidance.

SOCIAL DISTANCING PROTOCOLS

Social distancing is a simple yet effective method of keeping people far enough away from one another that they are less likely to spread COVID-19. In practice, this means:

- Keep a minimum distance of 6 feet from others at all times, unless protective barriers or shields are already provided in the area.
- Refrain from physical contact, such as handshakes and hugs with others.
- Avoid touching surfaces touched by others, to the extent feasible.
- Avoid anyone who appears to be sick.

SIGNAGE

PLEASE READ BEFORE ENTERING

DUE TO THE COVID-19 PANDEMIC, THE FOLLOWING SAFETY MEASURES HAVE BEEN IMPLEMENTED FOR THE SAFETY AND HEALTH OF OUR EMPLOYEES, CUSTOMERS AND COMMUNITY.

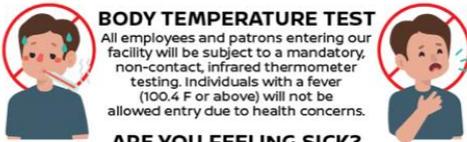
SOCIAL DISTANCING

Maintain at least 6 feet distance between you and others at all times.



MUST WEAR FACE MASKS

Pursuant to Executive Order 2020-09, all employees and patrons are required to wear a face mask while on our premises.



BODY TEMPERATURE TEST

All employees and patrons entering our facility will be subject to a mandatory, non-contact, infrared thermometer testing. Individuals with a fever (100.4 F or above) will not be allowed entry due to health concerns.

ARE YOU FEELING SICK?

If you are sick, especially if experiencing symptoms of fever, cough or shortness of breath, we kindly ask that you do not enter the premises due to the risk of others getting sick as well.

For further assistance or any questions, please call our office at 647-7261 or visit our website at www.NissanGuam.com.

THE FOLLOWING 2 CONDITIONS MUST BE MET IN ORDER FOR YOU TO BE ALLOWED ENTRY INTO OUR FACILITY:

- 1 YOU CURRENTLY ARE NOT EXPERIENCING SYMPTOMS OF FEVER, COUGH OR DIFFICULTY BREATHING.
- 2 YOU CURRENTLY ARE NOT UNDER THE DIRECTION OF A MEDICAL PROFESSIONAL TO SELF QUARANTINE.



IF YOU DO NOT MEET BOTH OF THE ABOVE CONDITIONS, WE KINDLY ASK THAT YOU DO NOT ENTER OUR PREMISES. PLEASE CALL OUR OFFICE AT 647-7261 FOR ASSISTANCE.

PREVENTION SAVES LIVES!

STOP GERMS!

WASH YOUR HANDS



Hands that look clean can still have icky germs!

Source: www.cdc.gov/handwashing DPHSS (February 2020)

For more information, contact: Department of Public Health and Social Services
Monday - Friday • 8 AM - 5 PM • (671) 736-7154 • [Guam DPHSS](https://www.facebook.com/guam.dphss) • www.dphss.guam.gov

PREVENTION SAVES LIVES!

STOP

THE SPREAD OF GERMS



Stay home when you are sick.

Cover your cough or sneeze with a tissue or

cough or sneeze into your upper sleeve, not your hands.

Wash your hands often with soap and water for at least 20 seconds.

If soap and water are not available, use alcohol-based hand sanitizer.

Throw your used tissue in the trash, and then wash your hands.

Stay away from people who are sick.

Stop touching your eyes, nose, and mouth.

Source: www.cdc.gov/feature DPHSS (February 2020)

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PREVENTION SAVES LIVES!

TIPS

THAT CAN HELP PREVENT THE SPREAD OF ILLNESSES, INCLUDING CORONAVIRUS*

Stay home when you are sick.

Cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your upper sleeve, not your hands. Throw your used tissue in the trash, and then wash your hands.

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.

Avoid close contact with people who are sick.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean and disinfect frequently touched objects and surfaces.

*Coronaviruses are a family of different viruses. Some can infect humans causing symptoms of the common cold and severe respiratory illness.

Source: www.cdc.gov/flu/seasonal/covid19/ February 2020



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PREVENTION SAVES LIVES!

STOP GERMS!

WASH YOUR HANDS

WHEN?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

HOW?

Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.

Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

Rinse hands well under clean, running water.

Dry hands using a clean towel or air dry them.

Source: www.cdc.gov/handwashing/covid19/ February 2020



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REFERENCES

- Guam Department of Public Health and Social Services
- Centers for Disease Control and Prevention Environmental Protection Agency
- Equal Employment Opportunity Commission
- Federal Emergency Management Agency Occupational Safety and Health Administration
- White House Guidelines for Opening Up America Again
- NADA Coronavirus Hub
- NADA Lifeline Series Webinars
- NADA ATAEs. State and Metro Dealer Associations
- COV/0-19 and Impact to Dealerships: M&A. Customer Expectations. and Virtual/Remote Operations. Center for Automotive Research Webinar. May 2020.
- Reopening- Compliance with State and Local Orders, Employment Law and PPP Forgiveness Rules, Scali Ras-mussen COVID-19 Task Force Webinar, May 2020.
- FP BEYOND THE CURVE: Post-Pandemic Back-To-Business FAQs for Emp/overs, Fisher Phillips LLP.
- Reimagining the Automotive Consumer Experience, Cox Automotive, February 21, 2020.
- Safe Work Playbook. Lear Corporation